

WHAT PATIENTS SAID TO US

LISTENING RESPONDING & IMPROVING





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| ADMISSION TO HOSPITAL | PATIENT EXPERIENCE: Improve patient experience of the Emergency Department. | 1. Bespoke digital signage has been developed and installed to explain to patients in the waiting area about their journey through the Emergency Dept. | DONE |
| | | 2. Nursing staff use a standardised template ISBAR handover tool at each handover, staff in the ED carry out bedside handover therefore, this is an opportunity for staff to update patients on their care plan and the patient to ask any questions. | ON-GOING |
| | | 3. Patients waiting on an inpatient bed are an ongoing focus of the hospital. The ED has started the Rapid Assessment and Treatment Unit (RATU), this gives an earlier time to be seen by clinician and therefore an earlier decision. | ON-GOING |
| | | 4. Play Your Part Campaign will be launched in 2019. This will engage patients and staff in the role they play on their healthcare journey. | 2019 |
| | | 5. Two family rooms have been refurbished in Adult Emergency Department. | DONE |
| CARE ON THE WARD | NUTRITION: Improve hospital food and nutrition. | 1. The Manna Catering Management system will be rolled-out which will allow patients to order their meal choices in real-time. Their choices are more informed and details of ingredients, method of preparation, and allergen information are at an advanced stage. These measures enhance the patient's meal ordering and overall experience of nutrition during their stay. | ON-GOING |
| | | 2. Nutritional analysis of all patient meal choices will be provided on menus. | ON-GOING |
| | | 3. A Hospital Patient Menu Information Booklet will be made available at each patient's bedside locker. | ON-GOING |
| | | 4. A Patients Visual Menu for each patient will facilitate better understanding of meals in pictures, will aid language barriers, and will support in other challenging situations which may arise. | ON-GOING |
| | | 5. Full review of "Modified Diet Menus" between Catering- Patient Food Services, Dietetics, Speech and Language has begun. New menu choices are in place for patients, and changes have been introduced to the sandwich menu for patients undergoing haemodialysis. | ON-GOING |
| | | 6. Protected meal times initiative has been implemented. | ON-GOING |
| | HYGIENE: Improve cleanliness at ward level. | 1. The contracted cleaning hours in the hospital have been increased by 4 hours per day. | DONE |
| | | 2. The frequency of cleanliness audits on wards will be increased to identify areas that need attention. | ON-GOING |
| | | 3. Clarity will be provided to relevant staff groups with regards to their roles in the hospital cleaning schedule. | ON-GOING |
| | COMMUNICATION: Better communication skills and effective ward round communication from all health-care staff. | 1. Ongoing Series of Education Programmes focusing on communication and information, and including topics such as bereavement, patient advocacy, report writing, roles and responsibilities, end of life care, breaking bad news, is being provided for staff. | ON-GOING |
| | | 2. Training for staff in relation to communication skills has been implemented and will be continued. | ON-GOING |
| | | 3. Work is ongoing on an Improving Ward Rounds quality improvement programme. | ON-GOING |
| EXAMINATION DIAGNOSIS & TREATMENT | COMMUNICATION: Increase awareness for patients of the supports available if they wish to speak to someone about their worries and concerns. | 1. There are pop up stands publicizing our Pastoral Care Department now in place. These also remind patients that Pastoral Care are there for mind, body and spirit. | Q1 2019 |
| | | 2. Launch of the Patient Hand-book which will provide enhanced information to patients to include images of staff uniforms for all disciplines to help patient identify staff to whom they can direct their concerns. | Q1 2019 |

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| <p>EXAMINATION DIAGNOSIS & TREATMENT</p>  | <p>COMMUNICATION: Increase awareness for patients on how to play their part in their patient journey.</p> <p>Increase the feedback loop on Patient Experience both TUH and NPES on a constant ongoing basis re-enforcing the message surrounding communication.</p> | <p>3. The hospital is working towards making Pastoral Care services more available to patients.</p> <p>4. Improved access to the Patient Advocacy Department for patients.</p> <p>5. Patient Feedback boxes will be made available in the hospital atrium to facilitate patients who wish to provide feedback to the hospital.</p> <p>6. Staff will introduce themselves to patients using the phrase ‘#Hello, my name is...’, in order that a clear introduction is offered to patients.</p> <p>7. Play Your Part Campaign will be launched in 2019. This will engage patients and staff in the role they play on their healthcare journey. This will include a Patient Discharge Leaflet/Checklist. This is for the patient to fill out.</p> <p>8. Develop ongoing feedback loop to Interns/Senior House Officers and Consultants with regard to the results of patient experience survey and Tallaght Hospital patient feedback throughout 2019.</p> <p>9. It is planned to locate a very large screen in the main atrium of hospital to provide all information pertaining to patients and patient feedback. It is planned to engage the services of a Digital Design Agency to assist in designing content.</p> | <p>ON-GOING</p> <p>ON-GOING</p> <p>ON-GOING</p> <p>ON-GOING</p> <p>2019</p> <p>2019</p> <p>2019</p> |
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| <p>DISCHARGE OR TRANSFER</p>  | <p>COMMUNICATION: Provide more information to patients at discharge.</p> | <p>1. The results of the NPES 2018 will be shared with all staff to encourage them to provide more information to their patients at discharge. There will be a particular focus on providing information to patients regarding who to contact if they are worried about their condition or treatment after they leave hospital, and how to manage their condition and their medications after discharge. A discharge information leaflet has now been developed and will be in circulation by end of 2018.</p> <p>2. Guidance will be issued to doctors on effective ward rounds and help informed planned discharge.</p> <p>3. It is planned to introduce drug reconciliation at discharge (we currently have a procedure where a pharmacist attends the patient in the ward to do a drug reconciliation on admission)</p> | <p>ON-GOING</p> <p>ON-GOING</p> <p>2019</p> |
| <p>PATIENT EXPERIENCE</p> | <p>DIGNITY & RESPECT AND PRIVACY: Improving and sustaining patient experience.</p> | <p>1. Hospital Management will continue to support the roll-out and implementation of hospital-wide programmes which will enhance patient experience, such as:</p> <ul style="list-style-type: none"> - ‘#Hello, my name is...’ campaign has been introduced; - ‘Schwartz Rounds’, proven to improve staff wellbeing, resilience and teamwork, and in-turn have an impact on improved person-centered care. Currently up and running in the Paediatric Department. | <p>ON-GOING</p> |
| | <p>COMMUNICATION: Adequate time to be provided to patients to discuss their care and treatment with their doctor.</p> | <p>1. Awareness raising amongst healthcare professionals in relation to providing adequate time for patients and their families to discuss their treatment with a doctor will be promoted and encouraged.</p> | <p>ON-GOING</p> |
| | <p>DIGNITY & RESPECT AND PRIVACY: Patients should be given adequate privacy when being examined or treated.</p> | <p>1. The importance of privacy as integral to sustaining and improving patient experience will be promoted amongst staff.</p> <p>2. The End of Life committee are designing and developing family rooms for each ward, one ward at a time to offer families space to rest, have refreshments in a quiet space whilst being close to their dying relative.</p> <p>3. Two family rooms have been refurbished in Adult Emergency Department.</p> <p>4. A Viewing room in Adult Emergency Department is currently been developed.</p> | <p>ON-GOING</p> <p>ON-GOING</p> <p>DONE</p> <p>2019</p> |